



Information for Consumers on Initial Invoicing and Assistance from Insurance Companies

Maryland Health Connection will not be collecting payment for your health coverage at this time; however, you will receive an invoice and/or instructions for paying your bill from the insurance company you chose.

It is important to pay your first premium immediately to avoid a delay in health coverage- your coverage will not start until the insurance company you chose receives your first premium payment in full. Once your payment is received by the insurance company, an ID card will be sent to you. You can obtain services once the premium is paid, regardless of whether you have received a member ID card.

In order for your coverage to be effective on the first of the month, payment must be received by the 15th. For example, for February 1st coverage, payment must be received by your carrier no later than February 15th. Please see below for specific payment instructions for your insurance company and contact information for how to get assistance with questions.

CareFirst BlueCross BlueShield: CareFirst will send an invoice to you within two business days of receipt of the completed application from the Maryland Health Connection. The invoice will contain instructions for you to pay via an online portal or through the mail. Please submit your payment as soon as possible in order to receive an ID card. Please see the contact numbers below to call for assistance.

If you need to...	Call...
Check the status of your application	1-855-444-3119
Visit the doctor but haven't received your ID card (and you haven't yet paid your first month's premium)	1-855-444-3119
Received an invoice and now need to make a payment to finalize your enrollment so that you can receive your ID card	1-855-444-3121
Visit the doctor but haven't received your ID card (and you have paid your first month's premium)	1-855-444-3121



Evergreen Health Cooperative: In a few days you will receive, based upon your preferred communication method, a text or e-mail directing you to the Evergreen Health Member Portal. Once you receive the text or e-mail from Evergreen, please use the link provided to immediately register on the portal (www.evergreenmd.org/memberportal), pay your first premium and set up your ongoing payment plan. If text or email is not your preferred method of contact, please call Member Services for assistance with creating your account on the Member Portal and setting up payment for your account.

Once your payment has been successfully received, your ID card will be mailed to you and be available on the member portal within two to three business days. If you experience a medical emergency before your ID card is available, you may need to pay for the claim out-of-pocket and then manually submit a member claim form to Evergreen to be reimbursed. The member claim form can be found on our website at www.evergreenmd.org/members. In addition, your Healthcare provider may call to confirm your enrollment and payment status with Evergreen. Please call member services at 1-855-475-0990 if you need assistance.

Kaiser Permanente: Kaiser Permanente will send you an invoice for your first month's premium within a few days of when your enrollment information is received. Upon receipt, please review the invoice carefully. If any information on the invoice needs to be corrected, please call the telephone number indicated on your invoice to make changes. Once you have confirmed that the invoice is correct, submit your first month's premium as indicated on the invoice. Your enrollment will be complete only when we receive your payment in full by the due date. Contact member services at 1-800-777-7902 with questions.

UnitedHealthcare: After completing your enrollment in UnitedHealthcare through the Maryland Health Connection, you will receive a bill from UnitedHealthcare in the mail. In order for your coverage to take effect, you must make your first month's payment to UnitedHealthcare by the due date on the bill. Please submit your payment as soon as possible so that UnitedHealthcare can send you a Member ID card and other enrollment materials. If you have any questions, please call UnitedHealthcare's Member Services at 1-877-855-7435.



Delta Dental: In order to complete your enrollment, you will need to submit payment for the first two months of your premium to Delta Dental. You can expect an invoice in the mail within 10 business days following acceptance of your application. You can pay online or by mail. To pay via our online portal, go to deltadentalins.com and register for Online Services. Please mail your payment to the following address with your Maryland Exchange assigned ID:

Delta Dental
P.O. Box 660138
Dallas, TX 75266-0138

Please contact Member Services at 1-800-471-0275 (PPO) or 1-800-471-9925 (Alpha DC-USA) for assistance.

DentaQuest: To ensure timely processing of your dental insurance policy, please submit your payment to the address on the invoice you receive from DentaQuest. Also, please ensure you include your Subscriber Number on your check so that your payment can be identified and applied accordingly.

DentaQuest
PO Box 414506
Boston, MA 02241-4506

Contact member services 1-800-334-6277 for assistance and more information.

Dominion Dental: After receiving your enrollment, Dominion Dental will mail you a bill that will have instructions to pay online or through the mail-- setting up a recurring monthly payment will allow you to avoid any additional processing fees.

Enrollees may log on to the member portal to make payments and print ID cards within a week of our receiving enrollment files. Members of our Select (DHMO) Plan may also select their dentist on our member portal. The Member Portal link is: <https://www.dominionmembers.com/> and questions can be referred to our Member Services department at 1-888-518-5338.



United Concordia: To complete your enrollment with United Concordia Dental, your first month premium payment must be received by the 15th of the month for your policy to remain active for that month. To make your payment by phone, call 1-877-755-8619 and Select Option 1. To speak to the live representative, call 1-877-755-8619 and Select Option 0. Upon receipt of your payment, you will receive your United Concordia Dental ID card and enrollment forms within 7 to 10 business days.

If you had additional questions, contact the Maryland Health Connection consumer support center at 1-855-642-8572 or 1-855-642-8573 for support for the deaf or hard of hearing.

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